

For Promotion to Lieutenant Commander:

USDA GS Course: Basic Project Management (PROJ7001N, 2.4 CEU; 24 hours)

Total E-learning hours: 15 hours

E-Learning equivalent(s): Introduction to Project Management

Course: SkillSoft (PROJ0511)

Duration: 2.5 Hours

Instructor: Test TVU (techs.doc@geolearning.com)

Course Description: Imagine trying to control the unexpected and unpredictable through processes in such a way that you meet the cost, quality, and time expectations of all invested parties in order to accomplish a temporary endeavor. This is the mission of project management. Challenging? Yes. Impossible? No. All industries employ project managers to implement processes as a way to control business. In fact, the field of project management is rapidly expanding, as more companies become project-based organizations. However, not all organizations and industries manage projects well. Some continue to waste time, money, and resources even after establishing procedures and protocols. A 1995 Standish Group survey showed that only 16 percent of software development projects finished on time and under budget, 31 percent were canceled, and the remaining 53 percent overran by an average of 189 percent on cost and 222 percent on schedule. This predicament is a source of frustration for many organizations. It's not impossible to fulfill the mission of project management. Some companies are even good at it. With standards and best practices to follow and the know-how to incorporate these, organizations can offer "world class" project management. In this course, learners will be given an overview of the project management discipline. They'll be introduced to best practices outlined in the 2004 revised Project Management Body of Knowledge (PMBOK®) Guide published by the Project Management Institute (PMI®). Specifically, learners will be introduced to the characteristics of a project, learn to distinguish between projects and operations, and define progressive elaboration. They'll identify key project management concepts and terms, be introduced to the PMBOK® Knowledge Areas, and be given information about the variables that can influence project outcomes. This course provides a foundational knowledge base reflecting the most up-to-date project management information so learners can effectively put principles to work at their own organizations. This course will assist in preparing the learner for the PMBOK® certification exam. This course is aligned with "A Guide to the Project Management Body of Knowledge" (PMBOK® Guide) - Third Edition, published by the Project Management Institute (PMI®), Inc., 2004. Copyright and all rights reserved.

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Project Lifecycles and Stakeholders

Course: SkillSoft (PROJ0512)

Duration: 2 Hours

Instructor: Test TVU (techs.doc@geolearning.com)

Course Description: Every project has a beginning and an end, but what happens in between is less predictable. The project life cycle will most likely involve uncertainties, and it's how these uncertainties are handled that determines the outcomes of the project. The more familiar one is with project phases and stakeholders, the more easily one can keep the project on track and on budget. Organizations might "fast track" projects by overlapping phases, or "single track" projects by having set criteria to be met and deliverables to be handed off before moving forward. The choice of how to handle the project life cycle will depend on the type of project, particular industry, and specific deliverables. To make these project management choices, individuals must understand what a project life cycle is and what factors can influence it. In this course, learners will be introduced to concepts and information about project lifecycles. They'll have the opportunity to define project phases and recognize the differences between project and product life cycles. Additionally, learners will begin to identify, and factor in, how project stakeholders can affect projects. Whether learners are experienced or first-time project managers, this course will have relevant and up-to-date best practices for them to follow. The course will assist in preparing the learner for the PMBOK certification exam. This course is aligned with "A Guide to the Project Management Body of Knowledge" (PMBOK® Guide) - Third Edition, published by the Project Management Institute (PMI®), Inc., 2004. Copyright and all rights reserved. Material from this publication has been reproduced with the permission of PMI®.

Project Management Essentials Simulation

Course: Simulation

Duration: 1.5 Hours

Instructor: Test TVU (techs.doc@geolearning.com)

Course Description: For the duration of this simulation, you will step into the role of project manager for a project management firm, Kessler Project Design and Management (KPDM). KPDM is a Chicago-based firm that works with corporate and municipal organizations to develop, manage, and complete project plans. While KPDM is equipped to provide the full spectrum of PM oversight and management (from drafting a project charter to bringing a task through to completion and delivery), they also handle isolated aspects of projects to meet their clients' particular needs. The simulation is based on the SkillSoft series "Project Management Essentials (PMBOK® Guide - Third Edition aligned)" and includes links to the following courses: PROJ0511 and PROJ0512.

Introduction to Project Process Groups and Initiating a Project

Course: SkillSoft (PROJ0513)

Duration: 0.5 Hours

Instructor: Test TVU (techs.doc@geolearning.com)

Course Description: In a relay race, the baton handoff from one runner to the next has a dual purpose. For the first runner, the handoff represents the end of his phase of the race. For the second runner, the handoff represents the beginning. The baton handoff is both a result and an input. In any project, there are many baton "handoffs" that must happen, making the whole project highly interactive. During this interactive experience--called a project--there are interrelated processes that must occur. These processes can be grouped into five Process Groups. The art of project management is to understand which processes are involved in which process group and how they are interdependent. In this course, learners will identify the five Process Groups--Initiating, Planning, Executing, Monitoring and Controlling, and

Closing--outlined in the Project Management Body of Knowledge (PMBOK® Guide) published by the Project Management Institute (PMI®). Learners will receive an overview of how the Process Groups work together, how the Process Groups and Knowledge Areas relate, and be introduced to the processes that occur within each process group. Learners will delve more deeply into the activities of the first process group--Initiating--to discover how a project is started. All of the concepts and information presented in this course reflect the PMBOK® Guide - Third Edition. By completing this course, learners will gain valuable and cutting-edge information about the field of project management. This course will assist in preparing the learner for the PMBOK® certification exam. This course is aligned with "A Guide to Project Management Body of Knowledge" (PMBOK® Guide) - Third Edition, published by the Project Management Institute (PMI®), Inc., 2004. Copyright and all rights reserved. Material from this publication has been reproduced with the permission of PMI®.

Project Planning

Course: SkillSoft (PROJ0514)

Duration: 2.5 hours

Instructor: Test TVU (techs.doc@geolearning.com)

Course Description: In the early planning phases, project managers and team members have the most potential influence on the outcomes of a project. Yet, lots of planning does not guarantee successful planning. Just as project success can be planned, project disasters can be predestined if team members are not careful about the assumptions they make. A project management team that can balance the need for predictability with the inevitability of change will be the most prepared. According to the PMBOK® Guide - Third Edition, the Planning Process Group consists of the most processes--21 to be exact. The range of processes includes everything from developing a Project Management Plan, defining scope, and developing the schedule to planning for quality and identifying risks. All of these processes need to be skillfully handled with the understanding that the outcomes are not set in stone and that planning is an ongoing activity. Experienced project managers learn that meeting customer expectations is ultimately more important than having a project go "according to plan." In this course, learners will be introduced to the purpose of the Planning Process Group and its associated processes. They will learn how to answer such questions as, "what must be done, how should it be done, who will do it, how much will it cost, and how good does it have to be?" Each planning process will be briefly described so that the learner has a global understanding of the depth and breadth of this process group. With the knowledge gained from this course, learners can develop a repertoire of planning best practices to be used on the job. This course will assist in preparing the learner for the PMI® Project Management Professional (PMP) certification exam.. This course is aligned with "A Guide to the Project Management Body of Knowledge" (PMBOK® Guide) - Third Edition, published by the Project Management Institute (PMI®), Inc., 2004. Copyright and all rights reserved. Material from this publication has been reproduced with the permission of PMI®.

Executing, Monitoring & Controlling, and Closing a Project

Course: SkillSoft (PROJ0515)

Duration: 1.5 hours

Instructor: Test TVU (techs.doc@geolearning.com)

Course Description: After initiating and planning for a project, it's time to get down to the actual nitty gritty of carrying out the project. The Executing and Monitoring and Controlling Process Groups might be likened to the act of juggling--keeping multiple activities going simultaneously, while responding to unforeseen changes in the project environment. While executing processes focus more on accomplishing project objectives, the monitoring and controlling processes are focused on anticipating problems and recommending actions. The Closing Process Group involves bringing the project to closure; the decision to finalize the project and its phases or cancel the project will depend upon the situation. The three Process Groups covered in this course entail many processes that are designed to manage progress, measure performance, take corrective action if need be, and document lessons learned. Competent project managers understand that project success can actually be a dangerous thing. To keep a project team from becoming complacent in response to project success, everyone involved must use the processes from the three Process Groups to keep things on track. Using information from "A Guide to the Project Management Body of Knowledge" (PMBOK® Guide) - Third Edition, learners will identify the purposes of the Executing, Monitoring and Controlling, and Closing Process Groups. They will be introduced to all of the associated processes and be able to describe the processes. The goal of the course is to provide learners with up-to-date knowledge that can either assist in preparing them for the PMI® Project Management Professional (PMP) certification exam or prepare them to be more effective, hands-on project managers. This course is aligned with "A Guide to the Project Management Body of Knowledge" (PMBOK® Guide) - Third Edition, published by the Project Management Institute (PMI®), Inc., 2004. Copyright and all rights reserved. Material from this publication has been reproduced with the permission of PMI®.

Budgeting and Controlling Costs

Course: SkillSoft (PROJ0552)

Duration: 2.0 hours

Instructor: Test TVU (techs.doc@geolearning.com)

Course Description: A small change in schedule, resources, or scope can result in a major change in cost. The processes associated with Project Cost Management help Project Managers measure project performance and monitor cost variances. This course will highlight the importance of Project Cost Management to project performance. It will cover the inputs, tools and techniques, and outputs for the Cost Budgeting and Cost Control processes. Through interactive learning strategies and real-life scenarios, the learner will explore these processes and gain a better understanding of the Project Cost Management knowledge area. This course is aligned with "A Guide to the Project Management Body of Knowledge" (PMBOK® Guide) - Third Edition, published by the Project Management Institute (PMI®), Inc., 2004. Copyright and all rights reserved. Material from this publication has been reproduced with the permission of PMI®.

Implementing Project Human Resource Management

Course: SkillSoft (PROJ0572)

Duration: 2.5 hours

Instructor: Test TVU (techs.doc@geolearning.com)

Course Description: Most project managers have experienced the synergy of a well-functioning project team. When such a team exists,

a project seems to run itself. A few of the secrets to a project's success include building a project team through obtaining the necessary human resources, developing team competencies, and monitoring performance to boost project performance. Project Human Resource Management is concerned with acquiring, cultivating, and overseeing human resources on projects. This course focuses on the inputs, tools and techniques, and outputs of acquiring, developing, and managing a project team. Through interactive learning strategies and real-life scenarios, the learner will explore these concepts and gain a better understanding of the Project Human Resource Management processes. This course is aligned with "A Guide to the Project Management Body of Knowledge" (PMBOK® Guide) - Third Edition, published by the Project Management Institute (PMI®), Inc., 2004. Copyright and all rights reserved. Material from this publication has been reproduced with the permission of PMI®.

USDA GS Course: Basic Labor Relations (LABR7051N, 4.0 CEU; 40 hours)

Total E-learning hours: 6 hours

E-Learning equivalent(s): Employee Relations

Course: SkillSoft (HR0244)

Duration: 1.5 hours

Instructor: Test TVU (techs.doc@geolearning.com)

Course Description: The Human Resource Certification Institute's (HRCI) certification examinations cover a broad range of workforce planning and employment issues, including those affecting employee and [labor relations](#). The (HRCI) certification examinations are widely recognized as the industry standard for evaluating Human Resource professionals' competencies. The Professional in Human Resources (PHR) certification shows that the holder has demonstrated mastery of the HR body of knowledge. As a [human resources](#) professional, you are responsible for helping to ensure that your company's employee relations are positive and that they comply with required regulations and recommended policies and practices. Toward that end, this course will help you prepare for the HRCI certification examinations in the areas of employee relations, employee and individual rights and relations, and Equal Employment Opportunity (EEO) complaints. In the area of employment rights, you will learn about employee rights legislation, employer and labor regulations, and the process for filing EEO complaints. This course will also help you understand methods for creating positive employee relations and techniques for assessing and analyzing employee relations. All the topics in this course are based on the Workforce Planning and Employment functional area of the HR Body of Knowledge recommended by SHRM. This course addresses the Employee and Labor Relations functional area. This SkillSoft product has been reviewed by the Employment Practice Group of Sheehan Phinney Bass + Green. As of the date reviewed, the content of this course is in compliance with federal law and court decisions. Due to the rapidly changing nature of the law, information in this course may become outdated.

Employment and Labor Law

Course: SkillSoft (LAW0103)

Duration: 3.5

Instructor: Test TVU (techs.doc@geolearning.com)

Course Description: Management sometimes finds itself in a sensitive position involving the treatment and rights of employees. But how does management legally handle a precarious situation with employees without the legal ramifications exploding in their face? This course is an overview for management about the essentials of employment and [labor law](#). It includes introductions to current federal laws regarding employee safety and health protection, equal opportunity, and [labor management](#) during unionization. Managers will use strategies to protect the organization from legal liability and protect the employee's [civil rights](#) in the workplace.

Workplace Safety

Course: SmartForce (fgov_01_a06_bs_enus)

Duration: 1.0

Instructor: Test TVU (techs.doc@geolearning.com)

Course Description: In the first quarter of fiscal year 2005, more than 53,800 occupational injuries and illnesses involving civilian federal employees occurred. Thirty-four of these injuries resulted in fatalities. Beyond the human implications of these statistics, this takes its toll on the American taxpayer in the form of the chargeback billings of federal agencies arising from the injuries and illnesses suffered by federal employees. For example, in 2000, worker compensation billings for all federal employees totaled more than \$2 billion. This course enables federal employees to gain an insight into the Occupational Safety and Health requirements for federal employees. It covers the essential responsibilities required for federal government agencies and their employees in order to create a safe and healthful working environment. In addition, this course covers information about the types of training that agencies should provide for their employees. The course also looks at the documentation of workplace safety incidents and the importance of record keeping and submitting annual reports to the EEOC. Finally, the course discusses the issue of whistleblower protection. This course meets the training compliance requirements mandated under OSHA Regulation CFR 1960 and Executive Order 12196.

USDA GS Course: Preventing Sexual Harassment in the Workplace (EEOP7003N, 1.6 CEU, 16 hours)

Total E-learning hours: 3.5 hours

E-Learning equivalent(s): Sexual Harassment Prevention for Federal Employees

Course: SmartForce (fgov_01_a04_bs_enus)

Duration: 1.0 hours

Instructor: Test TVU (techs.doc@geolearning.com)

Course Description: Sexual harassment is a universal problem that can have disastrous effects on victims, perpetrators, and organizations, including the federal government. Training federal employees in the essentials of prohibited conduct is an important part of reducing liability and maintaining a professional work environment. This course helps

participants to identify the types of [sexual harassment](#), the elements of prohibited conduct in the workplace, the rights of the federal employee, and the responsibilities of the federal employer. It also addresses the issues for nonsupervisory employees should sexual harassment occur. This course can help your organization demonstrate its commitment to a fair, responsible, and healthy organizational environment free from harassment and intimidation. This course meets the training compliance requirements as provided for in the EEOC guidelines on sexual harassment, and under Executive Order 13087, issued on May 28, 1998, prohibiting discrimination based upon sexual orientation. This course has been developed and maintained with subject matter support provided by the Labor, Employment, and Employee Benefits Law Group of the [law firm](#) of Sheehan Phinney Bass + Green PA.

Sexual Harassment in the Workplace (HRCI/PHR)

Course: SkillSoft (HR0242)

Duration: 1.5 hours

Instructor: Test TVU (techs.doc@geolearning.com)

Course Description: The Human Resource Certification Institute's (HRCI) certification examinations cover a broad range of workforce planning and employment issues, including issues related to the prevention of discrimination and harassment. The (HRCI) certification examinations are widely recognized as the industry standard for evaluating Human Resource professionals' competencies. HRCI is an affiliate of the Society for Human Resource Management and provides testing and certification services. As a human resources professional, you are responsible for helping to ensure that your company's employment practices are fair and equitable, and that they comply with required regulations and recommended policies and practices. Toward that end, this course will help you prepare for the HRCI certification examinations in the area of sexual harassment. In this course, you'll learn about the many aspects of sexual harassment, the key types of sexual harassment claims, the recent legal history of sexual harassment, and important elements of an effective sexual harassment prevention program. All the topics in this course are based on the Workforce Planning and Employment functional area of the HR Body of Knowledge recommended by SHRM. This SkillSoft product has been reviewed by the Employment Practice Group of Sheehan Phinney Bass + Green. As of the date reviewed, the content of this course is in compliance with federal law and court decisions. Due to the rapidly changing nature of the law, information in this course may become outdated.

Managing Sexual Harassment Problems Simulation

Course: simulation

Duration: 0.5 hours

Instructor: Test TVU (techs.doc@geolearning.com)

Course Description: You're the manager of consolidations at the corporate headquarters of QXT Chemical Company, a large global corporation. You supervise a team of accountants. When one of them, Shelly Jones, tells you that another of your direct reports, Damon Beasley, has been sexually harassing her, you will need to take action to deal with the situation. This simulation is based on the SkillSoft series "Harassment" and contains links to the following course: LCO0202. Note that the intent of this simulation is to illustrate ways of responding to sexually harassing behavior. The types of responses the simulation presents are not intended to apply to all situations. Other responses may be as appropriate or effective, or more so, in particular situations. Individual employees will need to decide, on the basis of their own specific circumstances, how best to respond. Employees who are uncertain how to proceed in a particular situation should consider seeking help from a company human resources representative, an ombudsperson, an employee assistance program counselor, a friend, or another resource. This SkillSoft product has been reviewed by the Labor, Employment, and Employee Benefits Law Group of the law firm of Sheehan Phinney Bass + Green PA. As of the date reviewed, the content of this course is in compliance with federal law and court decisions. Due to the rapidly changing nature of the law, information in this course may become outdated. As a result, any individual using this course should consult with legal counsel before taking action based on this information. This product does not constitute legal advice. No warranties, express or implied, are offered as to the content of this course. By using this course, you agree not to hold SkillSoft Corporation, Sheehan Phinney Bass + Green Professional Association, or any individual, employee, agent or representative of those entities liable for any damages resulting from the use of this material, whether the damages are direct, indirect, consequential, or otherwise.

Managing Workplace Harassment Complaints Simulation

Course: simulation

Duration: 0.5 hours

Instructor: Test TVU (techs.doc@geolearning.com)

Course Description: You're the general manager of a corporately owned branch of Pennywise Rental Car, one of the largest car rental companies in the world. The company has provided you with workplace harassment training for managers. All of the employees at this particular Pennywise location report to you. When one of the rental agents, Violet Pham, comes to you to complain that her shift supervisor, Cliff Kinsler, has been harassing her, you will need to take action to deal with the situation. This will entail interviewing Violet to take her complaint, as well as dealing effectively with the ramifications of what she tells you. This simulation is based on the SkillSoft series "Harassment" and contains links to the following course: LCO0203. Note that the intent of this simulation is to illustrate ways of responding to harassing behavior in the workplace. The types of responses the simulation presents are not intended to apply to all situations. Other responses may be as appropriate or effective, or more so, in particular situations. Individual employees will need to decide, on the basis of their own specific circumstances, how best to respond. Employees who are uncertain how to proceed in a particular situation should consider seeking help from a company human resources representative, an ombudsperson, an employee assistance program counselor, a friend, or another resource. This SkillSoft product has been reviewed by the Labor, Employment, and Employee Benefits Law Group of the law firm of Sheehan Phinney Bass + Green PA. As of the date reviewed, the content of this course is in compliance with federal law and court decisions. Due to the rapidly changing nature of the law, information in this course may become outdated. As a result, any individual using this course should consult with legal counsel before taking action based on this information. This product does not constitute legal advice. No warranties, express or implied, are offered as to the content of this course. By using this course, you agree not to hold SkillSoft Corporation, Sheehan Phinney Bass + Green Professional Association, or any individual, employee, agent, or

representative of those entities liable for any damages resulting from the use of this material, whether the damages are direct, indirect, consequential, or otherwise.

USDA GS Course: EEO-It's Place in the Federal Government (EEOP7051N, 1.6 CEU; 16 hours)

Total E-learning hours: 3.5 hours

Equal Employment Opportunity

Course: SkillSoft (HR0155)

Duration: 2.5 hours

Instructor: Test TVU (techs.doc@geolearning.com)

Course Description: Think about the last time you were in an interview. Did you pay attention to the types of questions being asked? If not, you may have offered or requested information prohibited under anti-discrimination laws. It is essential to know the types of questions that can, and cannot, be asked in order to avoid charges of unfair discrimination. In this course, you will learn the Equal Employment Opportunity Laws that prohibit unfair discrimination in the workplace, and how these laws apply to you. This course will educate you on how to avoid discrimination in the recruiting and hiring process, and what occurs when a discrimination charge has been filed.

This SkillSoft product has been reviewed by the Employment Practice Group of Sheehan Phinney Bass + Green. As of the date reviewed, the content of this course is in compliance with federal law and court decisions.

The No Fear Act

Course: SmartForce (fgov_01_a01_bs_enus)

Duration: 1.0 hours

Instructor: Test TVU (techs.doc@geolearning.com)

Course Description: The Notification and Federal Employee Antidiscrimination and Retaliation Act of 2002 (No FEAR Act), with an effective date of October 1, 2003, requires that federal agencies be more accountable for violations of antidiscrimination and whistleblower protection laws. This course will outline the rights federal employees have under antidiscrimination and whistleblower laws and provide details on how the No FEAR Act is being implemented. This course has been developed and maintained with subject matter support provided by the Labor, Employment, and Employee Benefits Law Group of the [law firm](#) of Sheehan Phinney Bass + Green PA.

USDA GS Course: Effective Work Delegation (SUPV7056N, 2.4CEU; 24 hours)

Total E-Learning hours: 10 hours

E-Learning equivalent(s): Delegation Basics

Course: SkillSoft (MGMT0261)

Duration: 2.0 hours

Instructor: Test TVU (techs.doc@geolearning.com)

Course Description: Do you feel that there are just not enough hours in the day? Are you always striving to keep ahead of the paperwork that litters your desk? Perhaps it is time to consider sharing some of those tasks with your skilled employees. As you progress through this "Delegation Basics" course in the "Effective Delegation" series, you will discover what delegating is all about, what you need to do to prepare for and implement this process, and how to ensure that you and your employees will effectively complete those delegated tasks. By participating in this course, you will discover how delegating tasks can enhance and accentuate your management skills.

The Personal Approach to Delegation

Course: SkillSoft (MGMT0262)

Duration: 2.5 hours

Instructor: Test TVU (techs.doc@geolearning.com)

Course Description: Have you delegated tasks only to later find out that the task wasn't completed properly or that it wouldn't be completed on time? Perhaps you need to reevaluate your delegation skills. This course will help you work more effectively with employees in a delegation situation. As you progress through "The Personal Approach in Delegation" course in the "Effective Delegation" series, you will discover several important factors about delegation-- how you can benefit from a shared commitment to a delegated task, how to identify confident and motivated employees, and how the knowledge of common delegating problems can help you become an effective delegator. By participating in this course, you will be prepared to overcome many obstacles in the delegation process.

Managing the Delegated Environment

Course: SkillSoft (MGMT0263)

Duration: 5 hours

Instructor: Test TVU (techs.doc@geolearning.com)

Course Description: Do you want to increase your effectiveness as a delegator? Are you unsure of how much control and feedback you need to implement when delegating tasks? Then this course will help you achieve those goals. As you proceed through this "Managing the Delegated Environment" course in the "Effective Delegation" series, you will gain valuable insight into several areas including change management, decision making, and developing performance standards. You will also acquire skills in supervising, empowering, and providing effective feedback in a monitored situation. By participating in this course, you will become a proficient manager of a delegated environment.

Effective Delegation Simulation

Course: Simulation

Duration: 0.5 hours

Instructor: Test TVU (techs.doc@geolearning.com)

Course Description: In this simulation, the learner will assume first-time management responsibilities, serving as the department lead of a marketing team for First Things First—a manufacturer of child safety products. Working closely with three key employees, the learner will progress through the various stages of delegation, moving from assignment of tasks to overcoming delegation resistance. The simulation is comprised of four scenarios; each will cover a facet of the delegation process. Based on the Effective Delegation series, this simulation has links to the following courses: MGMT0261, MGMT0262 and MGMT0263.

USDA GS Course: Solving Performance and Conduct Problems (LABR7052N, 2.4 CEU; 24 hours)

Total E-learning hours: 9.5 hours

E-Learning equivalent(s): Identifying Problem Performance

Course: SkillSoft (MGMT0162)

Duration: 4.0 hours

Instructor: Test TVU (techs.doc@geolearning.com)

Course Description: If problem performance is to be managed effectively then, it needs to be clearly identified. This may not be as straightforward as it may at first sound. There are different views about the methods of identifying problem performance and a manager needs to be able to appreciate the differing points of view. Specifically the distinction between conduct and performance is crucial, because the responses to them need to be different. Another facet of the effective management of problem performance lies in identifying the causes of problem performance. There are performance problems that result from the way that the organization operates, which may well make the individual worker unable to perform better, for example in terms of the design of the task they are asked to perform. But there are also performance problems that stem from the workers attitude. In between these two there are performance problems which do not come from a disinterest in performing well, and are not system based issues, but are caused by the workers own ability to perform. Once there is clarity about the nature of the performance problem that the manager encounters then he or she must be able to measure the extent of that problem performance if they are to deal with it effectively. An imprecise definition and description of the problem, leads to a less than useful treatment in many ineffective performance management approaches. The observation of a worker naturally leads into the assessment of the standards of performance of that worker. This process is often put into a formal performance appraisal system and a manager needs to be aware of the qualities of an effective system.

Improving Problem Performance

Course: SkillSoft (MGMT0163)

Duration: 5.5 hours

Instructor: Test TVU (techs.doc@geolearning.com)

Course Description: It is, of course, not enough to be just aware of problem performance in an organization; a manager needs to know how to improve performance. Most managers will begin with relatively informal approaches to improving performance. This will often take the form of a discussion between the manager and the problem performer in which the manager will want to advise the worker of the problem and then devise a plan for remedying the situation. Then the manager must introduce a system of monitoring performance to ensure that the planned for improvement has in fact taken place. But performance improvement also requires that the worker be given support to develop his or her skills, knowledge or whatever has caused the performance problem. It is essential that the manager is able then to apply three techniques to support the under achieving worker. These are to use a specific training program to resolve the problem, to appoint a coach to support the worker and to apply rigorous supervision techniques to help the worker to improve. Sometimes though a manager needs to be aware that the individual worker does not cause the performance problem but that it is caused by the system. This then means that the manager must know how to change the design of a task or alter the way a team operates to improve performance. An effective manager will recognize that different organizations require different measures to improve performance, and this course will show one way of identifying appropriate management practices to improve performance in different types of organizations.

USDA GS Course: Improving Employee Performance (SUPV7007N, 2.4 CEU; 24 hours)

Total E-Learning hours: 11 hours

E-Learning equivalent(s): Dealing with Problem Performance

Course: SkillSoft (MGMT0164)

Duration: 4.0 hours

Instructor: DOC System Administrator (techs@geolearning.com)

Course Description: When the relatively informal measures that most managers will attempt fail, there has to be recourse to a more formal and powerful approach. This is the progressive disciplinary approach. Organizations need to have a clear and defined policy outlining their approach. Discipline is a very difficult time for both managers, and the employees they are applying this procedure to. So the onus on managers is to get it right. This means careful and conscientious planning of the actual process. Managers also need to be aware of the legal implications of the disciplinary actions they take, if they are to avoid causing substantial litigation problems for their company. The conventional staged disciplinary approach based on a punitive style is considered in detail so that managers can feel confident in the way they progress from verbal warnings, through written warnings, and finally to the termination of a problem performer. Finally, an alternative to the conventional disciplinary approach is outlined. Based on Dick Grote's writing, the Discipline without Punishment model is outlined and explained. Managers can then identify the differences in this way of acting, and learn how to coach within the model and how to operate the different stages of the system.

Addressing Problem Performance Simulation

Course: Simulation

Duration: 0.5 hours

Instructor: DOC System Administrator (techs@geolearning.com)

Course Description: You're the head writer for The Jackie Lewis Show, a TV talk show on a basic cable channel. The six other writers and the writers' assistant report to you. Unfortunately, several of these workers have become problem performers of one type or another. As their supervisor, you will need to inform them of these problem performance issues as well as facilitate improved performance using various methods, including discipline and developing a performance improvement plan. This simulation is based on the SkillSoft series "Managing Problem Performance" and contains links to the following courses: MGMT0163 and MGMT0164

Averting Problem Performance Simulation

Course: Simulation

Duration: 0.5 hours

Instructor: DOC System Administrator (techs@geolearning.com)

Course Description: You're the head writer for The Jackie Lewis Show, a TV talk show on a basic cable channel. The six other writers for the show report to you. Recently, one of these writers resigned, so you need to hire a replacement. You will need to avoid hiring a problem performer by selecting the right person. Once you select that person, you'll need to communicate job requirements and provide resources in order to enable achievement. You'll also need to give the new writer performance feedback, and inform him or her of any problem performance issues. This simulation is based on the SkillSoft series "Managing Problem Performance" and contains links to the following courses: MGMT0161, MGMT0162, and MGMT0163.

An Essential Guide to Giving Feedback

Course: SkillSoft (COMM0521)

Duration: 2.5 hours

Instructor: DOC System Administrator (techs@geolearning.com)

Course Description: The performance of any business depends upon the performance of everyone within the organization. To ensure that all staff are meeting their potential it is essential that there is a culture which enables feedback to be given and received. This course enables you to become familiar with the key aspects of giving candid, constructive feedback about performance. The purpose of this course is to enable you to enhance your skills in giving feedback. The course starts by exploring the nature of feedback, and it then develops a practical approach to the feedback process. Giving feedback is not always straightforward however, and so the final part of this course looks at barriers to giving feedback and strategies for dealing with situations where your feedback is challenged.

Effective Mentoring

Course: SkillSoft (MGMT0251)

Duration: 3.0 hours

Instructor: Test TVU (techs.doc@geolearning.com)

Course Description: Perhaps your organization has asked you to help induct a new employee. Maybe a junior colleague has approached you for guidance. Or perhaps you want to "fast track" a rising star into a particular leadership position. Whatever the case, before you sign on as a mentor you'll want to learn all you can about the process, from how mentoring benefits you and your career to how you can best assist your protégé.

Effective Feedback for Employees and Colleagues: Simulation

Course: SkillSoft (COMM0520)

Duration: 0.5 hours

Instructor: Test TVU (techs.doc@geolearning.com)

Course Description: Feedback is an essential element of successful businesses. Managers, employees, customers, and suppliers alike all benefit from the exchange of meaningful, germane feedback. But feedback is a double-edged sword. Given thoughtlessly, without proper preparation and consideration, it is likely to be ignored by the recipient or worse yet, give offense. On the other hand, when given properly, feedback is a powerful tool for improving performance and increasing productivity. In order to achieve such positive results and avoid negative reactions, individuals must be aware of how others receive and employ feedback and learn the process of providing effective critiques. The Effective Use of Feedback for Employees and Colleagues Simulation will provide participants with the opportunity to develop the skills necessary to effectively communicate feedback to their employees, colleagues, and bosses and overcome barriers common to the process of providing feedback. Over the course of four scenarios, learners will be exposed to several situations common to the act of giving feedback and each requiring thoughtful analysis and preparation. Additionally, learners will be required to consider the criticism and feedback of their fellow colleagues or superiors, whether solicited or not. The Effective Use of Feedback for Employees and Colleagues Simulation is based on the SkillSoft series "Effective Use of Feedback for Business." Throughout the simulation links are provided to the following SkillSoft courses: COMM0521, COMM0522, COMM0523, and COMM0525. This simulation comprises four scenarios and an introduction.

USDA GS Course: Time Management for Supervisors (SUPV7051N, 2.4 CEU, 24 hours)

Total E-learning hours: 5.5 hours

E-Learning equivalent(s): Elements of Project Time Management

Course: SkillSoft (PROJ0541)

Duration: 2.5 hours

Instructor: Test TVU (techs.doc@geolearning.com)

Course Description: Project Time Management is a critical aspect of any project; if project success is to be achieved, a time management system must be used. This course will cover the inputs, tools and techniques, and outputs of the Project Time Management processes that deal with defining project activities, sequencing project activities using the Precedence Diagramming Method, and estimating the resources needed to complete these activities. Through interactive learning strategies and real-life scenarios, the learner will explore these concepts and gain a better understanding of the Project Time Management processes. This course is aligned with "A Guide to the Project Management Body of Knowledge" (PMBOK® Guide) - Third Edition, published by the Project Management Institute (PMI®), Inc., 2004. Copyright and all rights reserved. Material from this publication has been reproduced with the permission of PMI®.

Project Scheduling

Course: SkillSoft (PROJ0542)

Duration: 3 hours

Instructor: DOC System Administrator (techs@geolearning.com)

Course Description: Typically, when people hear the words "project management," they think of schedules. Even though project management is much more than just scheduling, one aspect of it--project time management--is about planning when project activities will occur. This course introduces the basic principles of creating and maintaining a project schedule. It will cover the project inputs, tools and techniques, and outputs of the following project time management processes: Activity Duration Estimating, Schedule Development, and Schedule Control. Through interactive learning strategies and real-life scenarios, the learner will explore these concepts and gain a better understanding of the project time management processes in action. This course is aligned with "A Guide to the Project Management Body of Knowledge" (PMBOK® Guide) - Third Edition, published by the Project Management Institute (PMI®), Inc., 2004. Copyright and all rights reserved. Material from this publication has been reproduced with the permission of PMI®.